

Shadarien Williams

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Summary

Experienced System Specialist with a demonstrated history of working in the medical practice industry. Skilled in Remote Desktop, Active Directory, Printer Support, Linux, Python, and Desktop Computers. Strong information technology professional with a High School Diploma focused in Computer Systems and Informational technology from Tampa Bay Tech High School and currently enrolled at Hillsborough Community College pursuing my A.S in computer programming and analysis.

Experience

Technical Support Analyst

BayCare Health System

Aug 2021 - Present (1 year 5 months +)

The Technical Support Analyst provides support to BayCare's IS customers for computer, application, system, device, access and hardware issues. Identifies, researches and resolves technical problems of moderate complexity. Provide excellent and timely technical support and troubleshooting for systems. May coordinate with other teams or departments to resolve customer incidents and fulfill user requests. Maintains department-wide communication to ensure prompt incident resolution, repair and replacement of hardware, software and system functions. Performs other duties as assigned

Freelance Software Engineer

Freelance

Jun 2021 - Present (1 year 7 months +)

Customer Service Support Specialist

BayCare Health System

Jul 2021 - Aug 2021 (2 months)

System Specialist

Tampa Family Health Centers

Dec 2020 - Jul 2021 (8 months)

1. Overseeing the development and installation of new servers, systems, and other IT infrastructures.
2. Selecting the best possible solutions using knowledge of a wide range of available technologies.
3. Managing and maintaining physical servers, hypervisors, and IT-related systems.
4. Ability to assist in projects that would require the implementation of new systems.
5. Implementing best practices for systems, servers, and data backups.
6. Maintain working knowledge of Athena EHR, Dentrux, and other internal application systems.
7. Manage VOIP system including voicemail server and phone configurations.
8. Manage Pharmacy servers, data backups, POS systems, and other systems vital to pharmacy operation.

9. Administer servers, laptop and desktop computers, printers, routers, switches, firewalls, phones, company mobile devices, smartphones, software deployment, security updates, and patches.
10. Reports system issues that would affect business operations directly to the IT manager and other concerned parties.
11. Assist Information Technology Manager in supporting the direction of the department.



Application Support Specialist

Tampa Family Health Centers

Jan 2020 - Mar 2021 (1 year 3 months)

1. Assist other IT technical staff in providing user feedback and user statistics
2. Assists with desktop and laptop imaging and installation, as needed
3. Creates and updates user accounts, as needed
4. Assists in the operations of enterprise applications, as needed
5. Works closely with senior executive staff and other IT staff to acquire additional technical and non-technical knowledge
6. Possesses scripting/development skills to build effective tooling and remediate simple coding
7. issues.
8. Proven experience in automation techniques, approaches, and tooling.
9. Must be able to combine diligence whilst understanding the wider business and technology context.
10. Routine maintenance configuration and monitoring of all software applications



Help Desk Technician

Tampa Family Health Centers

Oct 2017 - Jan 2020 (2 years 4 months)

Education



Hillsborough Community College

Associate's degree, Computer Programming

2020 - 2023

Currently in pursuit of my associates in computer programming and analysis

Tampa Bay Tech High School

High School Diploma, Computer and Information Systems Security/Information Assurance

2013 - 2015

Licenses & Certifications



CompTIA A+ ce Certification - CompTIA

Issued Jun 2022 - Expires Jun 2025

COMP001021376211

Skills

Java • SQL • Databases • Database Design • Python (Programming Language) • Active Directory •
Desktop Computers • Printer Support • Remote Desktop • Troubleshooting